

## **PEACE OF MIND WITH CARRON PHOENIX QUALITY**

**Carron Phoenix products are built to last. We are proud to offer an extended guarantee on our sink, tap and accessory products against manufacturing defects. Our guarantees run from the date of first purchase (which is the date the Carron Phoenix product is purchased “as new”). Please see the “Guarantees” pages of our website for further details of the length and other details of the guarantee we offer for your Carron Phoenix product. This guarantee does not apply to Carron Phoenix products that are sold “ex-display”.**

### **The Carron Phoenix General Guarantee**

**Our guarantee against manufacturing defects will apply, providing the product has been installed in accordance with Carron Phoenix's installation instructions, the product has been used as recommended by Carron Phoenix in normal domestic situations and a claim has been made in accordance with all applicable guarantee terms and conditions (including those set out below).**

**This guarantee does not cover damage caused by improper use, wilful or accidental damage, damage caused by negligence, normal wear and tear, scuffs or scratches, improper installation, improper storage, abnormal usage (including usage in extreme temperatures) or damage caused by improper maintenance or cleaning (including the use of unidentified chemicals or cleaners containing corrosive agents). Damage caused by impurities in water supply or acts beyond our control are not covered.**

**If you wish to make a claim under this guarantee, you must contact Carron Phoenix (on 01324 638 321 or at [ks-info.gb@carron.com](mailto:ks-info.gb@carron.com)) as soon as you discover the manufacturing defect and must not use or install the product after you have discovered the defect. Any claims must be received within the specified guarantee period and must be accompanied by a copy of the invoice confirming the date of purchase and proof of ownership. [If you are not the original purchaser of the Carron Phoenix product, Carron Phoenix may also require you to provide proof that the benefit of this guarantee has been transferred to you.]**

**If Carron Phoenix finds that a Carron Phoenix product has a manufacturing defect and a valid claim has been made under this guarantee, Carron Phoenix will replace or repair the defective product. Carron Phoenix acting in its discretion will decide whether to replace or repair the defective product and this will be Carron Phoenix's only obligation under this guarantee in respect of the defective product. Carron Phoenix may (at its discretion) agree to cover associated or ancillary costs to be incurred by you as a result of replacement or repair of Carron Phoenix products under this guarantee. Any such costs must be reasonable and approved in advance by Carron Phoenix. Carron Phoenix reserves the right to inspect the product and the installation (or images of the product and installation) prior to agreeing to satisfy a claim under this guarantee.**

**Carron Phoenix may discontinue products from time to time and makes no guarantee that it will continue to hold spare products or spare parts for discontinued products. Carron Phoenix's liability under this guarantee to repair or replace a defective product that has been discontinued will be subject to Carron Phoenix holding the relevant product or spare parts. If Carron Phoenix discontinues a product, it will use reasonable endeavours to continue to hold spare parts for that product for at least five years after it is discontinued.**

**Any product or part which has been repaired or altered in any manner outside of Carron Phoenix's factory, unless previously authorised in writing by Carron Phoenix, will void this guarantee.**

**This guarantee is offered by Franke UK Ltd (trading as Carron Phoenix) whose address is West Park, MIOC, Styal Road, Manchester, M22 5WB. This guarantee is available only to individuals resident in the United Kingdom in respect of Carron Phoenix products that are or have been marketed as part of the Carron Phoenix UK product portfolio. Please contact us if you have any queries about whether your Carron Phoenix product is covered by this guarantee or how to make a claim under this guarantee.**

**It should be noted that in all instances Carron Phoenix's decision is final.**

**If you are a consumer, you have rights under law relating to the quality of the Carron Phoenix product you have purchased in addition to the rights offered under this guarantee. This guarantee is in addition to and does not affect your legal rights.**